

USPAT & USPGPUB

705/8.ccls. and (FTE or (full adj1 time adj1 employee))\*

705/8.ccls. and (FTE or (full-time adj1 employee))\*

705/8.ccls. and (FTE or (full adj1 time adj1 equivalent))\*

705/8.ccls. and (FTE or (full-time adj1 equivalent))\*

("2002/0188488").URPN.

705/9.ccls. and (fte or (full adj time adj equivalent) or (full adj time adj employee))

EPO

705/8.ccls.

705/9.ccls.

g06f017/60.epc. and (fte or (full adj time adj equivalent) or (full adj time adj employee))\*\*

g06f017/60.epc. and (capacity near (work or productivity))\*

g06f017/60.epc. and (capacity)\*

g06f017/60.epc. and staffing and adequate\*

g06f017/60.epc. and staff and adequate\*

g06f017/60.epc. and work adj load\*

JPO

705/8.ccls.

705/9.ccls.

g06f017/60.ipc. and capacity and staff\*

g06f017/60.ipc. and capacity and work

g06f017/60.ipc. and (business operations model)

g06f017/60.ipc. and (business operations model) and scenario

\*plurals on

**full and time and (equivalent or employee)**

**fte**

**G06F17/60C2** as the ECLA classification AND **full and time and (equivalent or employee)** in the title or abstract

**G06F17/60** as the ECLA classification AND **business model** in the title or abstract

**G06F17/60** as the ECLA classification AND **model or modeling** in the title or abstract

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Multiple databases searched:

- ☒ Worldwide
- ☐ Patent Abstracts of Japan
- ☐ EP – esp@cenet
- ☐ WIPO – esp@cenet

(finance or financial or collections or invoice or cash) AND PMID(39493) AND PDN(<5/1/2001)

(fte) AND PDN(<5/1/2001)

PMID(39493): Production and Operations Management

(fte) AND PMID(15901)

(collections AND PMID(15901)) AND PDN(<5/1/2001)

PMID(15901): Production and Inventory Management Journal

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Multiple databases searched:

- ABI/INFORM Dateline
- ABI/INFORM Global
- ABI/INFORM Trade & Industry
- Accounting & Tax
- Accounting & Tax Periodicals
- AMA Titles
- AMA Titles: Abstracts & Indexing
- Banking Information Source
- Business Dateline
- Career and Technical Education
- Health & Medical Complete
- Hoover's Company Records
- Pharmaceutical News Index
- ProQuest Asian Business
- ProQuest Computing
- ProQuest Dissertations & Theses
- ProQuest Education Journals

- ProQuest European Business
- ProQuest Newspapers
- ProQuest Newsstand
- Advocate
- Chicago Tribune
- Greenwich Time
- Hartford Courant
- Los Angeles Times
- Morning Call
- Newsday
- Orlando Sentinel
- Sun Sentinel (Ft. Lauderdale)
- The Sun, Baltimore
- ProQuest Religion
- ProQuest Telecommunications
- Research Library

ProQuest Historical Newspapers searched:

- ☐ Chicago Tribune 1890-1985
- ☐ Christian Science Monitor 1908-1991
- ☐ Los Angeles Times 1881-1968
- ☐ The New York Times 1851-2001
- ☐ The Wall Street Journal 1889-1987
- ☐ The Washington Post 1877-1981

JN "Production Planning & Control" And fte  
JN "Production Planning & Control" And collections  
JN "Production Planning & Control" And customer And service  
JN "Production Planning & Control" And productivity  
JN "Production Planning & Control" And production  
JN "Production Planning & Control" And production And service  
JN "Business Credit" And credit memo

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Multiple databases searched:

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Business Source Corporate       | <input type="checkbox"/> Regional Business News   |
| <input type="checkbox"/> Academic Search Premier                    | <input type="checkbox"/> Knight Ridder Collection |
| <input type="checkbox"/> Computer Science Index                     | <input type="checkbox"/> Pre-CINA                 |
| <input type="checkbox"/> Computer Source                            |   |
| <input type="checkbox"/> Information Science & Technology Abstracts |   |
| <input type="checkbox"/> Internet and Personal Computing Abstracts  |   |

A. STRATEGY SUMMARY

b411

sf all

S ((full()time()equivalent? ?) or fte) and ((financial(3w)service? ?) or (collection? ?(5n)debt? ?))

142 of 563 files

- File 13, 15, 16, 20, 101, 148, 180, 211, 541, 542, 545, 609, 610, 613, 621, 635, 649, 660, 781, 810, 813, 990, 991, 992, 993, 994, 995, 996

S1 29079 ((full()time()equivalent? ?) or fte) and ((financial(3w)service? ?) or (collection? ?(5n)debt? ?))

S2 2157 s1 and (invoice(5n)process?) and (call or calls or calling)

S3 63 s2 and (write()off)

S4 49 rd

S5 15 s4 not py&gt;2001

B. STRATEGY SUMMARY

b411

sf all

S ((full()time()equivalent? ?) or fte) and ((GE or (general()electric)))(capital()commercial()financial)

2 of 563 files

b hits

- File 627, 979

S1 0 ((full()time()equivalent? ?) or fte) and ((GE or (general()electric)))(capital()commercial()financial)

C. STRATEGY SUMMARY

b411

sf all

S ((full()time()equivalent? ?) or fte) and (hinkle(2n)burl)

0 of 563 files

D. STRATEGY SUMMARY

b411

sf all

S ((full()time()equivalent? ?) or fte) and ((staff??? or operator? ? or agent? ?)(7n)schedule?) and call()center? ?

30 of 563 files

b hits

- File 13, 15, 16, 20, 47, 75, 88, 101, 148, 149, 180, 211, 275, 348, 349, 484, 553, 610, 613, 621, 649, 654, 774, 990, 991, 992, 993, 994, 995, 996

S1 106 ((full()time()equivalent? ?) or fte) and ((staff??? or operator? ? or agent? ?)(7n)schedule?) and call()center? ?

S2 66 rd

S3 31 s2 not py&gt;2001

S4 17 s3 and (debt or collect?)

## Multiple databases searched:

## FullText

- 9: Business & Industry
- 15: ABI/INFORM
- 16, 160: PROMT, Gale
- 20: Global Reporter, Gale
- 148: Trade & Industry Database, Gale
- 275: Computer Database, Gale
- 476: Financial Times
- 610,810: Business Wire
- 613,813: PR Newswire
- 621: New Product Announcements/Plus, Gale
- 624: McGraw-Hill Companies Pubs Online
- 634: San Jose Mercury News
- 636: Newsletter Database, Gale Group

## Group M

- 6: NTIS-Nat'l Technical Information Service
- 63: Transportation Research Info Service
- 637: The Journal of Commerce

## NonFullText

- 2: INSPEC
- 35: Dissertation Abstracts Online
- 65: Inside Conferences
- 99: Wilson Applied Science & Tech Abstracts
- 474: New York Times Abstracts
- 475: Wall Street Journal Abstracts
- 583: Globalbase, Gale Group

## Software and Technology Oriented

- 256: Softbase: Reviews, Companies, Products

## Group G

- 6: NTIS-Nat'l Technical Information Service
- 7: Social SciSearch
- 8: Ei Compendex
- 34, 434: SciSearch
- 94: JICST-Eplus - Japanese Science & Tech

s ((full()time()equivalent? ?) or fte) and ((financial(3w)service? ?) or (collection? ?(5n)debt? ?))

Items	File
4	1: ERIC_1966-2004/Jul 21
1	2: INSPEC_1969-2005/Apr W4
1	5: Biosis Previews(R)_1969-2005/May W1
1	6: NTIS_1964-2005/May W1
1	8: Ei Compendex(R)_1970-2005/May W1
92	9: Business & Industry(R)_Jul/1994-2005/May 06
121	13: BAMP_2005/May W1
208	15: ABI/Inform(R)_1971-2005/May 09
Processing	
1208	16: Gale Group PROMT(R)_1990-2005/May 06
4	18: Gale Group F&S Index(R)_1988-2005/May 09
Processing	
Processing	
1646	20: Dialog Global Reporter_1997-2005/May 09
5	30: AsiaPacific_1985-2005/May 04
1	34: SciSearch(R) Cited Ref Sci_1990-2005/May W1
45	47: Gale Group Magazine DB(TM)_1959-2005/May 09
1	71: ELSEVIER BIOBASE_1994-2005/May W1
3	73: EMBASE_1974-2005/May W1
2	74: Int.Pharm.Abs 1970-2005/May B1
42	75: TGG Management Contents(R)_86-2005/May W1
Examined 50	files
3	80: TGG Aerospace/Def.Mkts(R)_1982-2005/May 09
99	88: Gale Group Business A.R.T.S._1976-2005/May 06
25	93: TableBase(R) Sep_1997-2005/May W1
258	101: Disclosure Database(R)_2005/May W1
14	132: S&P's Daily News_1985-2005/May 05
4	141: Readers Guide_1983-2005/Dec
Examined 100	files
1	144: Pascal_1973-2005/May W1
1	147: The Kansas City Star_1995-2003/Sep 26
Processing	
1656	148: Gale Group Trade & Industry DB_1976-2005/May 09
38	149: TGG Health&Wellness DB(SM)_1976-2005/May W1
1	155: MEDLINE(R)_1951-2005/May W1
1	159: Cancerlit_1975-2002/Oct
2	160: Gale Group PROMT(R)_1972-1989
121	180: Federal Register_1985-2005/May 09
3	182: FDA News Mar._2002-2005/May 09
18	194: FBODaily_1982/Dec-2005/Feb
2	195: FBODaily_Mar 2005-2005/May 10
286	211: Gale Group Newsearch(TM)_2005/May 09
Examined 150	files
1	247: ONTAP(R) Gale Group Magazine Index(TM)_
82	258: AP News Jul_2000-2005/May 09
3	261: UPI News_1999-2005/May 09
15	262: CBCA Fulltext_1982-2005/May 02
9	267: Finance & Banking Newsletters_2005/May 09
18	275: Gale Group Computer DB(TM)_1983-2005/May 09
11	277: ONTAP(R) Investext(R)_
Examined 200	files
1	340: CLAIMS(R)/US Patent_1950-05/May 05
24	349: PCT FULLTEXT_1979-2005/UB=20050505,UT=20050428
Examined 250	files
1	440: Current Contents Search(R)_1990-2005/May 09

## Examined 300 files

8 476: Financial Times Fulltext\_1982-2005/May 09  
 2 483: Newspaper Abs Daily\_1986-2005/May 07  
 42 484: Periodical Abs Plustext\_1986-2005/May W1  
 75 485: Accounting & Tax DB\_1971-2005/May W1  
 1 486: Press-Telegram\_1992- 2005/May 06  
 1 488: Duluth News-Tribune\_1995-2005/May 06  
 2 489: The News-Sentinel\_1991-2005/May 06  
 3 492: Arizona Repub/Phoenix Gaz\_19862002/Jan 06  
 8 512: ESPICOM Telecom./Power Rpts\_2005/May  
 42 519: D&B-Duns Finan.Records Plus(TM)\_2005/Jan  
 1 532: Bangor Daily News\_1996-2005/May 09

## Examined 350 files

178 541: SEC Online(TM) Annual Repts\_1997/Sep W3  
 429 542: SEC Online(TM) 10-K Reports\_1997/Sep W3  
 96 543: SEC Online(TM) 10-Q Reports\_1997/Sep W3  
 27 544: SEC Online(TM) Proxy Repts\_1997/Sep W3

## Processing

2906 545: Investext(R)\_1982-2005/May 09  
 66 553: Wilson Bus. Abs. FullText\_1982-2004/Dec  
 2 563: Key Note Market Res.\_1986-2001/Aug 03  
 79 564: ICC Brit.Co.Ann.Rpts\_1984-2004/Jun 22  
 20 570: Gale Group MARS(R)\_1984-2005/May 09  
 1 576: Aberdeen American News\_1995-2005/Apr 25  
 2 605: U.S. Newswire\_1999-2005/May 09

## Examined 400 files

2 606: Africa News\_1999-2005/May 09  
 2 607: ITAR/TASS News\_1999-2002/Oct 01  
 21 608: KR/T Bus.News.\_1992-2005/May 09  
 3033 609: Bridge World Markets\_2000-2001/Oct 01  
 1082 610: Business Wire\_1999-2005/May 09  
 2284 613: PR Newswire\_1999-2005/May 09  
 85 616: Canada NewsWire\_1999-2001/Mar 09  
 3 618: Xinhua News\_1999-2005/May 09  
 13 619: Asia Intelligence Wire\_1995-2005/May 08  
 2 620: EIU:Viewswire\_2005/May 05  
 1442 621: Gale Group New Prod.Annou.(R)\_1985-2005/May 09  
 2 623: Business Week\_1985-2005/Apr 28  
 2 624: McGraw-Hill Publications\_1985-2005/May 06  
 23 625: American Banker Publications\_1981-2005/May 09  
 2 626: Bond Buyer Full Text\_1981-2005/May 06  
 14 627: EIU: Country Analysis\_2005/Apr W1  
 2 633: Phil.Inquirer\_1983-2005/May 06  
 110 635: Business Dateline(R)\_1985-2005/May 07  
 44 636: Gale Group Newsletter DB(TM)\_1987-2005/May 09  
 2 638: Newsday/New York Newsday\_1987-2005/May 06  
 2 640: San Francisco Chronicle\_1988-2005/May 08  
 1 641: Rocky Mountain News\_Jun\_1989-2005/May 07  
 1 642: The Charlotte Observer\_1988-2005/May 08  
 2 647: CMP Computer Fulltext\_1988-2005/Apr W4  
 17 648: TV and Radio Transcripts\_1997-2005/May W2  
 1477 649: Gale Group Newswire ASAP(TM)\_2005/Apr 12

## Processing

6 654: US Pat.Full.\_1976-2005/May 05  
 149 660: Federal News Service\_1991-2002/Jul 02

## Examined 450 files

1 684: Bradenton Herald\_May2005/May 05  
 7 696: DIALOG Telecom. Newsletters\_1995-2005/May 06  
 2 701: St Paul Pioneer Pr Apr\_1988-2005/May 05  
 1 704: (Portland)The Oregonian\_1989-2005/May 06  
 1 707: The Seattle Times\_1989-2005/May 08

2 708: Akron Beacon Journal\_1989-2005/May 06  
 21 709: Richmond Times-Disp.\_1989-2005/May 06  
 2 710: Times/Sun.Times(London)\_Jun 1988-2005/May 07  
 1 713: Atlanta J/Const.\_1989-2005/May 05  
 1 714: (Baltimore) The Sun\_1990-2005/May 09  
 2 718: Pittsburgh Post-Gazette\_Jun 1990-2005/May 09  
 1 719: (Albany) The Times Union\_Mar 1986-2005/May 06  
 1 720: (Columbia) The State\_Dec 1987-2005/May 08  
 1 723: The Wichita Eagle\_1990-2005/May 06  
 2 724: (Minneapolis)Star Tribune\_1989-1996/Feb 04  
 32 727: Canadian Newspapers\_1990-2005/May 09  
 1 728: Asia/Pac News\_1994-2005/May W1  
 3 733: The Buffalo News\_1990- 2005/May 07  
 Examined 500 files  
 1 735: St. Petersburg Times\_1989- 2005/May 08  
 1 738: (Allentown) The Morning Call\_1990-2005/May 06  
 1 739: The Fresno Bee\_1990-2005/May 06  
 1 741: (Norfolk)Led./Pil.\_1990-2005/May 05  
 1 743: (New Jersey)The Record\_1989-2005/May 08  
 11 745: Investext(R) PDF Index\_1999--2005/May W1  
 8 753: IBISWorld Market Research\_2000-2005/Apr W2  
 6 755: New Zealand Newspapers\_1995-2005/May 08  
 2 757: Mirror Publications/Independent  
     Newspapers\_2000-2005/May 09  
 2 760: Euromonitor Strategy\_2004/Apr  
 12 761: Datamonitor Market Res.\_1992-2005/May  
 1 766: (R)Kalorama Info Market Res.\_1993-2000/Aug  
 2 774: EdgarPlus(TM)-Prospectuses\_2004/Mar 09  
 224 781: ProQuest Newsstand\_1998-2005/May 09  
 171 810: Business Wire\_1986-1999/Feb 28  
 1082 813: PR Newswire\_1987-1999/Apr 30  
 77 816: Canada NewsWire\_1996-1999/Jun 24  
 Examined 550 files  
 1 818: Xinhua News\_1996-1999/May 26  
 1 861: UPI News\_1996-1999/May 27  
 2 979: Milwaukee Jnl Sentinel\_Apr\_1998-2005/May 07  
 1 980: Sarasota Herald-Tribune\_1996-2005/May 08  
 1307 990: NewsRoom Current\_Jan 1 -2005/May 09  
 Processing  
 1961 991: NewsRoom 2004 Jan 1-2004/Dec 31  
 Processing  
 1961 992: NewsRoom 2004 Jan 1-2004/Dec 31  
 Processing  
 2246 993: NewsRoom 2003  
 Processing  
 1216 994: NewsRoom 2002  
 925 995: NewsRoom 2001  
 896 996: NewsRoom 2000

142 files have one or more items; file list includes 563 files.



Set	Items	Description
S1	29079	((FULL()TIME()EQUIVALENT? ?) OR FTE) AND ((FINANCIAL(3W)SERVICE? ?) OR (COLLECTION? ?(5N)DEBT? ?))
S2	2157	1 AND (INVOICE(5N)PROCESS?) AND (CALL OR CALLS OR CALLING)
S3	63	S2 AND (WRITE()OFF)
S4	49	RD (unique items)
S5	15	S4 NOT PY>2001
File 13:	BAMP 2005/May W1	(c) 2005 The Gale Group
File 15:	ABI/Inform(R) 1971-2005/May 10	(c) 2005 ProQuest Info&Learning
File 16:	Gale Group PROMT(R) 1990-2005/May 10	(c) 2005 The Gale Group
File 20:	Dialog Global Reporter 1997-2005/May 11	(c) 2005 The Dialog Corp.
File 101:	Disclosure Database(R) 2005/May W2	(c) 2005 Thomson Financial
File 148:	Gale Group Trade & Industry DB 1976-2005/May 11	(c) 2005 The Gale Group
File 180:	Federal Register 1985-2005/May 11	(c) 2005 format only The DIALOG Corp
File 211:	Gale Group Newsearch(TM) 2005/May 11	(c) 2005 The Gale Group
File 541:	SEC Online(TM) Annual Repts 1997/Sep W3	(c) 1987-1997 SEC Online Inc.
File 542:	SEC Online(TM) 10-K Reports 1997/Sep W3	(c) 1987-1997 SEC Online Inc.
File 545:	Investext(R) 1982-2005/May 11	(c) 2005 Thomson Financial Networks
File 609:	Bridge World Markets 2000-2001/Oct 01	(c) 2001 Bridge
File 610:	Business Wire 1999-2005/May 11	(c) 2005 Business Wire.
File 613:	PR Newswire 1999-2005/May 11	(c) 2005 PR Newswire Association Inc
File 621:	Gale Group New Prod. Annou. (R) 1985-2005/May 11	(c) 2005 The Gale Group
File 635:	Business Dateline(R) 1985-2005/May 10	(c) 2005 ProQuest Info&Learning
File 649:	Gale Group Newswire ASAP(TM) 2005/Apr 14	(c) 2005 The Gale Group
File 660:	Federal News Service 1991-2002/Jul 02	(c) 2002 Federal News Service
File 781:	ProQuest Newsstand 1998-2005/May 11	(c) 2005 ProQuest Info&Learning
File 810:	Business Wire 1986-1999/Feb 28	(c) 1999 Business Wire
File 813:	PR Newswire 1987-1999/Apr 30	(c) 1999 PR Newswire Association Inc
File 990:	NewsRoom Current Jan 1 -2005/May 11	(c) 2005 The Dialog Corporation
File 991:	NewsRoom 2005 Jan 1-2005/Jan 31	(c) 2005 The Dialog Corporation
File 992:	NewsRoom 2004 Jan 1-2004/Dec 31	(c) 2005 The Dialog Corporation
File 993:	NewsRoom 2003	(c) 2005 The Dialog Corporation
File 994:	NewsRoom 2002	(c) 2005 The Dialog Corporation
File 995:	NewsRoom 2001	(c) 2005 The Dialog Corporation
File 996:	NewsRoom 2000	(c) 2005 The Dialog Corporation

s ((full()time()equivalent? ?) or fte) and ((GE or  
(general()electric)) ()Capital()commercial()financial)

Items	File
-----	-----

## Processing

Examined	50 files
Examined	100 files
Examined	150 files
Examined	200 files
Examined	250 files
Examined	300 files
Examined	350 files
Examined	400 files

>>>1 of the specified files is not available

>>>No valid files specified

627: EIU: Country Analysis\_2005/Apr W1

>>>Unable to open file; SELECT not performed on this file.

Examined	450 files
Examined	500 files
Examined	550 files

>>>1 of the specified files is not available

>>>No valid files specified

979: Milwaukee Jnl Sentinel Apr\_1998-2005/May 08

>>>Unable to open file; SELECT not performed on this file.

2 files have one or more items; file list includes 563 files.

File 627:EIU: Country Analysis 2005/Apr W2

(c) 2005 Economist Intelligence Unit

File 979:Milwaukee Jnl Sentinel Apr 1998-2005/May 09

(c)2005 Milwaukee Jnl Sntl

Set	Items	Description
	---	-----
		? s ((full()time()equivalent? ?) or fte) and ((GE or (general()electric))())
		Capital()commercial()financial)
	92505	FULL
	319608	TIME
	34878	EQUIVALENT? ?
	141	FULL(W)TIME(W)EQUIVALENT? ?
	0	FTE
	2157	GE
	160045	GENERAL
	20230	ELECTRIC
	2101	GENERAL(W)ELECTRIC
	167638	CAPITAL
	99119	COMMERCIAL
	184980	FINANCIAL
	0	(GE OR
		GENERAL(W)ELECTRIC) (W)CAPITAL(W)COMMERCIAL(W)FINANCIAL
S1	0	((FULL()TIME()EQUIVALENT? ?) OR FTE) AND ((GE OR
		(GENERAL()ELECTRIC)) ()CAPITAL()COMMERCIAL()FINANCIAL)

s ((full()time()equivalent? ?) or fte) and (hinkle(2n)burl)

Items	File
-----	-----
Examined 50	files
Examined 100	files
Examined 150	files
Examined 200	files
Examined 250	files
Examined 300	files
Examined 350	files
Examined 400	files
Examined 450	files
Examined 500	files
Examined 550	files

No files have one or more items; file list includes 563 files.

s ((full()time()equivalent? ?) or fte) and ((staff??? or operator? ? or agent? ? ) (7n)schedul?) and call()center? ?

	Items	File
	-----	-----
	5	13: BAMP_2005/May W1
	10	15: ABI/Inform(R)_1971-2005/May 09
	4	16: Gale Group PROMT(R)_1990-2005/May 06
Processing		
	2	20: Dialog Global Reporter_1997-2005/May 09
	1	47: Gale Group Magazine DB(TM)_1959-2005/May 09
	1	75: TGG Management Contents(R)_86-2005/May W1
Examined	50	files
	2	88: Gale Group Business A.R.T.S._1976-2005/May 06
	1	101: Disclosure Database(R)_2005/May W1
Examined	100	files
	9	148: Gale Group Trade & Industry DB_1976-2005/May 09
	1	149: TGG Health&Wellness DB(SM)_1976-2005/May W1
	9	180: Federal Register_1985-2005/May 09
	2	211: Gale Group Newsearch(TM)_2005/May 09
Examined	150	files
	2	275: Gale Group Computer DB(TM)_1983-2005/May 09
Examined	200	files
	3	348: EUROPEAN PATENTS_1978-2005/May W01
	7	349: PCT FULLTEXT_1979-2005/UB=20050505,UT=20050428
Examined	250	files
Examined	300	files
	2	484: Periodical Abs Plustext_1986-2005/May W1
Examined	350	files
	2	553: Wilson Bus. Abs. FullText_1982-2004/Dec
Examined	400	files
	1	610: Business Wire_1999-2005/May 09
	2	613: PR Newswire_1999-2005/May 09
	2	621: Gale Group New Prod.Annou.(R)_1985-2005/May 09
	2	649: Gale Group Newswire ASAP(TM)_2005/Apr 12
Processing		
	15	654: US Pat.Full._1976-2005/May 05
Examined	450	files
Examined	500	files
	1	774: EdgarPlus(TM)-Prospectuses_2004/Mar 09
Examined	550	files
	4	990: NewsRoom Current_Jan 1 -2005/May 09
Processing		
	4	991: NewsRoom 2004 Jan 1-2004/Dec 31
Processing		
	4	992: NewsRoom 2004 Jan 1-2004/Dec 31
	4	993: NewsRoom 2003
	1	994: NewsRoom 2002
	2	995: NewsRoom 2001
	1	996: NewsRoom 2000

30 files have one or more items; file list includes 563 files.

?

Set	Items	Description
S1	106	((FULL()TIME()EQUIVALENT? ?) OR FTE) AND ((STAFF??? OR OPERATOR? ? OR AGENT? ?) (7N)SCHEDUL?) AND CALL()CENTER? ?
S2	66	RD (unique items)
S3	31	S2 NOT PY>2001
S4	17	S3 AND (DEBT OR COLLECT?)
File 13:	BAMP 2005/May W1	(c) 2005 The Gale Group
File 15:	ABI/Inform(R) 1971-2005/May 09	(c) 2005 ProQuest Info&Learning
File 16:	Gale Group PROMT(R) 1990-2005/May 06	(c) 2005 The Gale Group
File 20:	Dialog Global Reporter 1997-2005/May 09	(c) 2005 The Dialog Corp.
File 47:	Gale Group Magazine DB(TM) 1959-2005/May 09	(c) 2005 The Gale group
File 75:	TGG Management Contents(R) 86-2005/May W1	(c) 2005 The Gale Group
File 88:	Gale Group Business A.R.T.S. 1976-2005/May 06	(c) 2005 The Gale Group
File 101:	Disclosure Database(R) 2005/May W1	(c) 2005 Thomson Financial
File 148:	Gale Group Trade & Industry DB 1976-2005/May 09	(c) 2005 The Gale Group
File 149:	TGG Health&Wellness DB(SM) 1976-2005/May W1	(c) 2005 The Gale Group
File 180:	Federal Register 1985-2005/May 09	(c) 2005 format only The DIALOG Corp
File 211:	Gale Group Newsearch(TM) 2005/May 09	(c) 2005 The Gale Group
File 275:	Gale Group Computer DB(TM) 1983-2005/May 09	(c) 2005 The Gale Group
File 348:	EUROPEAN PATENTS 1978-2005/May W01	(c) 2005 European Patent Office
File 349:	PCT FULLTEXT 1979-2005/UB=20050505, UT=20050428	(c) 2005 WIPO/Univentio
File 484:	Periodical Abs Plustext 1986-2005/May W1	(c) 2005 ProQuest
File 553:	Wilson Bus. Abs. FullText 1982-2004/Dec	(c) 2005 The HW Wilson Co
File 610:	Business Wire 1999-2005/May 09	(c) 2005 Business Wire.
File 613:	PR Newswire 1999-2005/May 09	(c) 2005 PR Newswire Association Inc
File 621:	Gale Group New Prod. Annou. (R) 1985-2005/May 09	(c) 2005 The Gale Group
File 649:	Gale Group Newswire ASAP(TM) 2005/Apr 12	(c) 2005 The Gale Group
File 654:	US Pat. Full. 1976-2005/May 05	(c) Format only 2005 The Dialog Corp.
File 774:	EdgarPlus(TM)-Prospectuses 2004/Mar 09	(c) 2004 Disclosure Inc
File 990:	NewsRoom Current Jan 1 -2005/May 09	(c) 2005 The Dialog Corporation
File 991:	NewsRoom 2004 Jan 1-2004/Dec 31	(c) 2005 The Dialog Corporation
File 992:	NewsRoom 2004 Jan 1-2004/Dec 31	(c) 2005 The Dialog Corporation
File 993:	NewsRoom 2003	(c) 2005 The Dialog Corporation
File 994:	NewsRoom 2002	(c) 2005 The Dialog Corporation
File 995:	NewsRoom 2001	(c) 2005 The Dialog Corporation
File 996:	NewsRoom 2000	(c) 2005 The Dialog Corporation